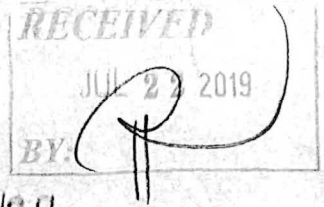


ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD  
9535 E. DOUBLETREE RANCH ROAD, SUITE 100 SCOTTSDALE, AZ 85268  
PHONE (602) 364-1PET (1738) FAX (602) 364-1039  
VETBOARD.AZ.GOV



**COMPLAINT INVESTIGATION FORM**

*If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian*

PLEASE PRINT OR TYPE

**FOR OFFICE USE ONLY**

Date Received: July 22, 2019

Case Number: 20-02

**A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:**

Name of Veterinarian: Joshua / Olivia Pan

Premise Name: Desert View Animal Hospital

Premise Address: 4635 E Thomas Rd.

City: Phoenix State: Arizona Zip Code: 85018

Telephone: (602) 955-5500

**B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT\*:**

Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

Home Telephone: [REDACTED] Cell Telephone: ( )

\*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

**C. PATIENT INFORMATION (1):**

Name: Milo

Breed/Species: Soft-coated wheater terrier

Age: Almost 2 Sex: Male Color: Brown

**PATIENT INFORMATION (2):**

Name: \_\_\_\_\_

Breed/Species: \_\_\_\_\_

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Color: \_\_\_\_\_

**D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:**

Please provide the name, address and phone number for each veterinarian.

Samantha Lieberman, Veterinary hospital 76

**E. WITNESS INFORMATION:**

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Brooke Bartlett

North Central Hospital

**Attestation of Person Requesting Investigation**

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: [Signature]

Date: 7/19/2015



**F. ALLEGATIONS and/or CONCERNS:**

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

7/17/2019 Milo was vaccinated at

North Central Phoenix Animal Hospital

7/17/2019 called desert view animal hospital to confirm vaccinations would be ok from another hospital.

7/18/2019 Desert view closed

7/19/2019 11:00 am, told by receptionist vaccinations were not valid, needed to be re-done at desert view.

7/19/2019 12:25 PM called to clarify

why csa (emotional support animal)

health form was not able to be filled

out. was told do not accept vaccines

from other hospitals. Asked to confirm with

Joshua since vet was out on lunch.

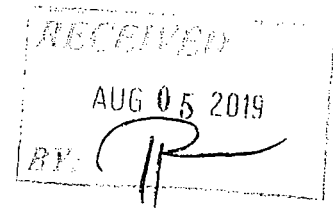
7/19/2019 Vet had come back from lunch

no response, animal hospital refuses to validate

vaccines done by another Arizona certified

veterinarian.

20-01, 02



20-02 In Re: Olivia Pan, DVM

Milo Bartlett was seen by our hospital on two separate occasions (11/9/18 and 12/20/18). On both occasions he was seen due to problem-oriented visits. On 7/15/19 we received a phone call asking for our hospital to send records to North Central Hospital. On 7/19/19 owner called asking us to sign paperwork supporting Milo as an emotional support/psychiatric service animal because owner was trying to fly with him the next day. When we told the owner that we have not seen Milo in more than 7 months, and that we needed to perform a wellness exam on him prior to signing the paperwork, the owner became very upset. We explained to owner multiple times that since Milo was only recently evaluated by North Central Hospital for vaccines, that they should be able to sign the paperwork for them. Dr. Olivia Pan was on vacation from July 17th thru July 28th when the incident occurred. Dr. Joshua Sosnow was present at the time of incident.

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People involved with incident:

Chelsea Montgomery (CSR/veterinary assistant)

Vanessa Guzman (CSR/veterinary assistant)

Dr. Joshua Sosnow

---

Chelsea Montgomery's account:

Owner Brooke Bartlett called 7/19/19 requesting an emotional support/ psychiatric service animal form signed to fly with Milo the following day. I informed the owner that if she could email the form over I would check with Dr. Sosnow since Dr. Pan was out on vacation and give her a call back. Dr. Sosnow declined signing the form since Milo has not been examined by Dr. Pan or another doctor in this facility since 12/20/18. Owner was called back by Vanessa with no answer and a voicemail was left to inform the owner that Dr. Sosnow declined signing the form and would recommend checking with North Central Animal Hospital since Milo was just examined and vaccinated there. Brooke called back shortly after, saying she had a missed call from us. I explained the reason why we were trying to reach her and after explaining the situation, the owner became very upset. She then stated she will talk to her husband and ended the call. Owner's spouse called back at 12:32pm I again attempted to explain to the owner why Dr. Sosnow would not sign off on Milo's form, but owner was upset and kept interrupting and was unwilling to listen. I informed owner that I would let Dr. Sosnow know that they would like a call back from him when he returned from lunch at [REDACTED].

Vanessa Guzman's account:

Friday morning I left a voicemail on Brooke Bullock's cell number, informing her about the reason why the emotional support/psychiatric service animal form would not be signed by the doctor (Joshua Sosnow). Included in that message was that the pet had not been seen for a Wellness exam in over six months by Dr. Pan, who was out of the office at the time. Dr. Sosnow was the doctor in for the day.

That afternoon I spoke with Jon Bartlett a few hours after another staff member had spoken with him, requesting to talk to the vet. Told the owner that the doctor was unable to take the call due to attending to an appointment/patient. Owner asked for the Dr.'s first and last name so that he could deal with the matter in a different way. I provided the owner with Dr. Joshua Sosnow's name. Owner then ended the call.

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To whom it may concern,

The client Jon Bartlett requested that a form from Allegiant airlines be signed in order to approve his pet Milo for travel as a support dog. I had never examined the dog, therefore could not legally sign the form confirming the health and disposition of the dog. Mr. Bartlett was advised to seek out his current hospital North Central hospital, which he had recently seen for vaccinations, to sign the form. A direct conversation between myself and Mr. Bartlett was not had after his conversation at 2:11pm with staff that indicated he would handle this matter in another way.

Josh Sosnow, DVM



**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1740 W. ADAMS STREET, STE. 4600, PHOENIX, ARIZONA 85007

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**INVESTIGATIVE COMMITTEE REPORT**

**TO:** Arizona State Veterinary Medical Examining Board

**FROM:** AM Investigative Committee: Robert Kritsberg, DVM - Chair  
Christina Tran, DVM  
Carolyn Ratajack  
Jarrod Butler, DVM  
Steve Seiler - **Absent**

**STAFF PRESENT:** Tracy A. Riendeau, CVT – Investigations  
Dawn Halbrook – Compliance Specialist  
Mary Williams – Assistant Attorney General

**RE:** Case: 20-02

Complainant(s): Jon Bartlett, II

Respondent(s): Olivia Pan, D.V.M. (License: 6869)

**SUMMARY:**

Complaint Received at Board Office: 7/22/19  
Committee Discussion: 10/1/19  
Board IIR: 11/20/19

**APPLICABLE STATUTES AND RULES:**

Laws as Amended August 2018  
(Lime Green); Rules as Revised September  
2013 (Yellow).

On July 19, 2019, Complainant requested that a doctor at Desert View Animal Hospital sign an emotional support/psychiatric service animal form so "Milo," a 2-year-old female Soft-Coated Wheaten Terrier, could fly with the pet owners the next day.

Since the dog had not been recently examined by a doctor at the premises, the request was declined.

Respondent was on vacation and out of the office when the request was made.

**Complainant was noticed and did not appear.**

**Respondent was noticed and appeared.**

**The Committee reviewed medical records, testimony, and other documentation as described below:**

- Complainant(s) narrative: *John Bartlett, II*
- Respondent(s) narrative/medical record: *Olivia Pan, DVM*
- Consulting Veterinarian(s) narrative/medical record: *North Central Animal Hospital*

**PROPOSED 'FINDINGS of FACT':**

1. On December 20, 2018, the dog was presented to Dr. Sosnow's associate, Dr. Pan, due to scabs on ears and mouth. Dr. Pan examined the dog and noted brown crusty debris in the inner ear pinna in both ears and raised crusty scabs on top of head and chin – pruritic when touched. Her assessment was otitis of the left ear and pyoderma, dermatophytosis vs other. Complainant declined ear cytology and elected to treat with Tresaderm, that he had a home, for 7 days. An ear cleanser was dispensed and it was recommended to recheck the dog in 10 days.

2. On July 15, 2019, North Central Animal Hospital contacted the premises to request the dog's medical records; records were emailed.

3. On July 17, 2019, the dog was presented to North Central Animal Hospital for vaccines. The dog was examined by Dr. Lieberman, vaccinated and discharged.

4. On July 19, 2019, Complainant called Dr. Sosnow's premises and requested they complete an emotional support/psychiatric service form for their dog in order to fly the following day. Dr. Pan was on vacation and was out of the office that week; Dr. Sosnow declined since he had not examined the dog before therefore he could not legally sign the form confirming the health and disposition of the dog. Additionally the dog had not been seen at the premises for 7 months. Reception staff recommended Complainant contact North Central Animal Hospital since they had just vaccinated the dog.

**COMMITTEE DISCUSSION:**

The Committee did not have any discussion after entering back into open session.

**COMMITTEE'S PROPOSED CONCLUSIONS of LAW:**

The Committee concluded that no violations of the *Veterinary Practice Act* occurred.

**COMMITTEE'S RECOMMENDED DISPOSITION:**

**Motion:** It was moved and seconded the Board:

*Dismiss this issue with no violation.*

**Vote:** The motion was approved with a vote of 4 to 0.

*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*